



Frequently Asked Questions:

Quality Improvement for Community Nursing Program

1. Why is DVA introducing Quality Standards for the Community Nursing program?

- DVA is making changes to the way we ensure quality and safety within the Community Nursing Program by introducing quality standards. The quality standards will provide clarity for providers about service standards and expectations, and be a guide for providers to self-assess their performance in delivering high quality care and services for veterans.

2. What are the Quality Standards?

- The Community Nursing Program will align with an adaptation of the strengthened Aged Care Quality Standards. The quality standards place a holistic focus on the individual.
- Over a period of time, the strengthened Aged Care Quality Standards 1 through to Standard 5 will apply to the CN Program:
 - Standard 1: The Person
 - Standard 2: The Organisation
 - Standard 3: The Care and Services
 - Standard 4: The Environment
 - Standard 5: Clinical Care
- Each of the five quality standards has a set of outcomes against which providers can self-assess their performance.

3. Why has DVA aligned with the strengthened Aged Care Quality Standards when not all veterans are over 65 years of age?

- The Community Nursing Program is for eligible DVA clients of all ages.
- DVA aligned with the strengthened Aged Care Quality Standards as they place a holistic focus on the individual person including awareness of emotional, social, physical and clinical care needs, mitigating risk to the veteran's overall health and wellbeing.
- For the purpose of the DVA Community Nursing Program, the term 'older person' will be interchangeable for 'veteran' or 'client'.



4. What are the next steps?

- Community Nursing providers accredited with the Aged Care Quality and Safety Commission (ACQSC) are aware the strengthened Aged Care Quality Standards come into effect in the aged care sector from 1 July 2024. DVA will recognise providers' accreditation with the Aged Care Quality and Safety Commission.
- Commencing in 2024, DVA will contact Community Nursing providers without ACQSC accreditation to arrange a collaborative quality improvement review of their current systems and processes for alignment with the quality standards ahead of introducing the quality standards.
- DVA will communicate with providers ahead of the introduction of quality standards for the Community Nursing Program. Providers can stay informed by reading the Community Nursing Newsletter and sharing with their staff.